

FACTS ABOUT HUD's RESIDENT SURVEY

What is the Customer Service and Satisfaction Survey?

The Customer Service and Satisfaction Survey is a survey that is sent to a random sample of Public Housing residents at each Public Housing Agency (PHA) on a yearly basis. The purpose of the survey is to find out how satisfied residents are with the living conditions at their property. This survey is part HUD's increased commitment to monitoring PHAs' performance.

HUD's Public and Indian Housing, Real Estate Assessment Center (PIH-REAC) assesses your PHA's performance through the Public Housing Assessment System (PHAS). PHAS evaluates a PHA's physical condition, financial health, management operations, and resident services. PHAS will measure overall resident satisfaction with living conditions using the Customer Service and Satisfaction Survey. Your household may be randomly selected to participate in this survey.

How is this survey different from other surveys?

Because resident satisfaction with their living conditions is important to HUD, the survey was developed so that the resident experience will be included in HUD's yearly evaluation of your PHA. This survey was developed with the help of resident leaders, PHAs, and industry representatives.

Who will receive this survey?

All Public Housing residents throughout the nation will be included in the survey process. However, not all residents will receive a survey. Residents will be chosen randomly using a computer program. The survey will take place yearly, so if you do not receive a survey this year, you may in the future.

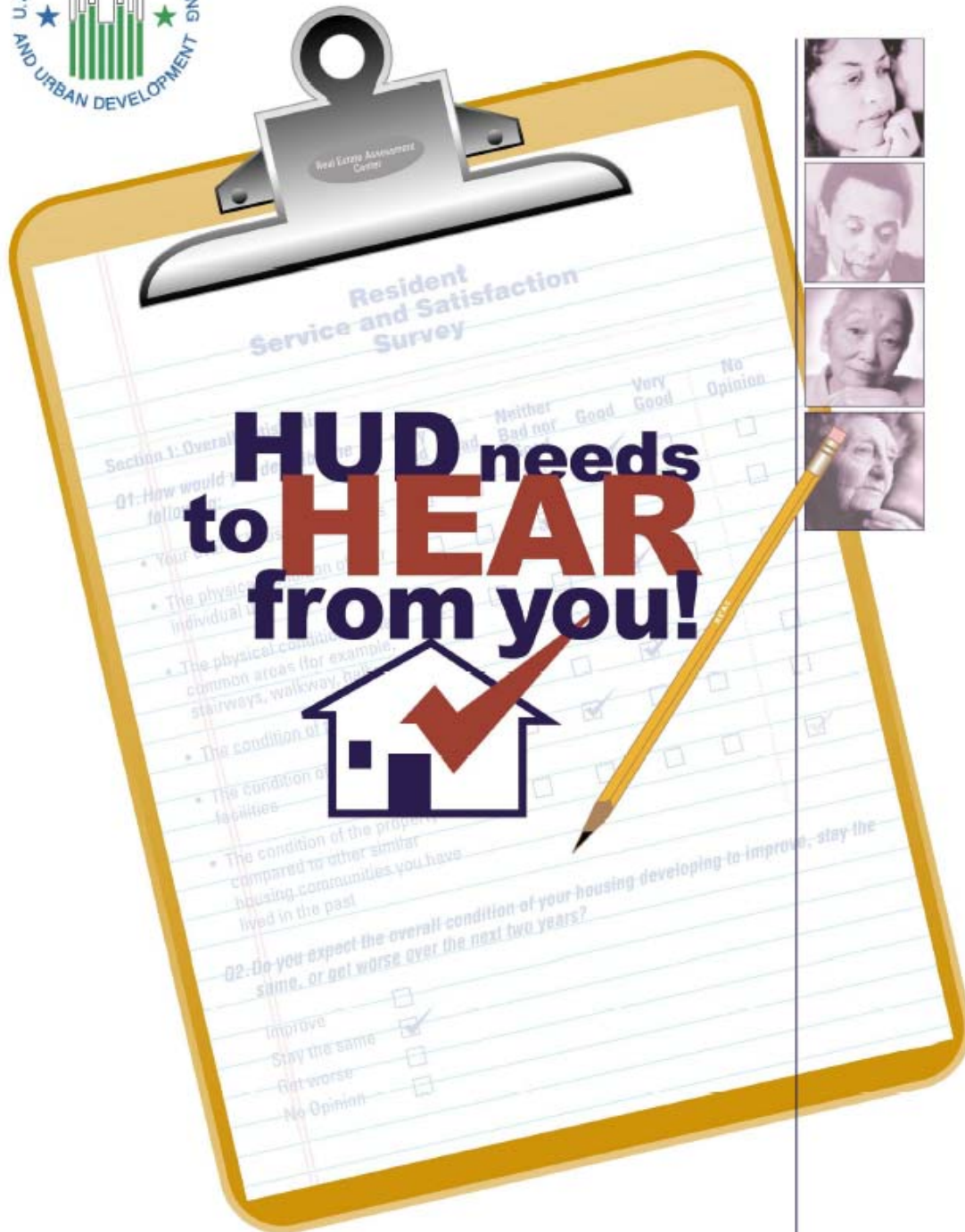
How will survey results be used?

HUD will use the overall results of the survey to help determine how well your property management is doing in five areas (Maintenance and Repair, Services, Communication, Safety, and Housing Development Appearance). The Customer Service and Satisfaction Survey equals 10 out of 100 points your housing agency may receive under the PHAS. Answers that residents provide make up a possible 5 points, while marketing the survey and follow-up actions taken by PHA management could equal an additional 5 points.

Will resident survey answers be confidential and anonymous?

HUD is committed to ensuring that resident survey answers **will be kept confidential** and anonymous. Your PHA will not know who participates in the survey. Only overall scores will be shared with your PHA.

If you receive a Customer Service and Satisfaction Survey, please take the time to fill it out. Your feedback really does matter!



Office of Public and Indian Housing
Real Estate Assessment Center
(PIH-REAC)

If you are selected for the survey,
please complete and
return the “Resident Service
and Satisfaction Survey” to HUD.

